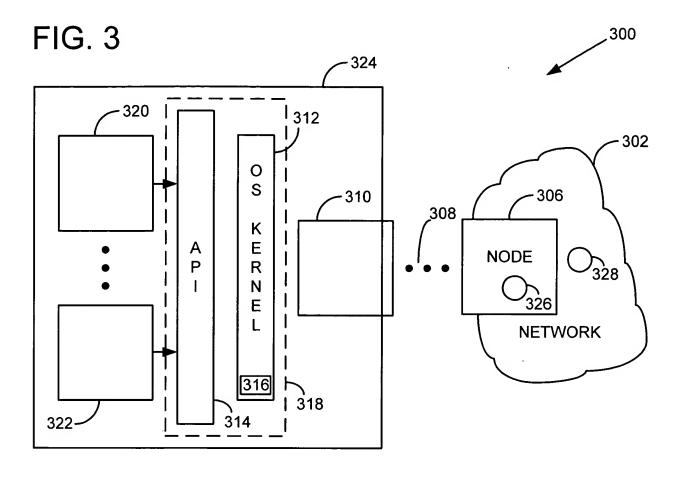
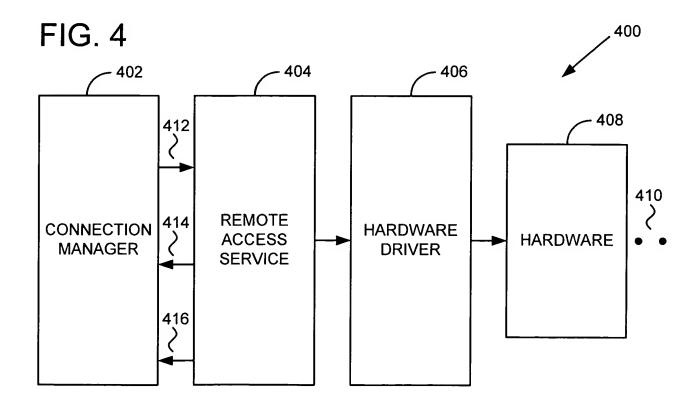
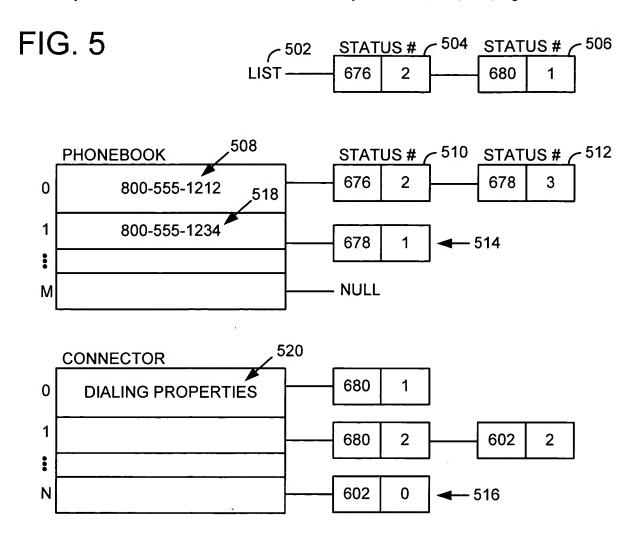


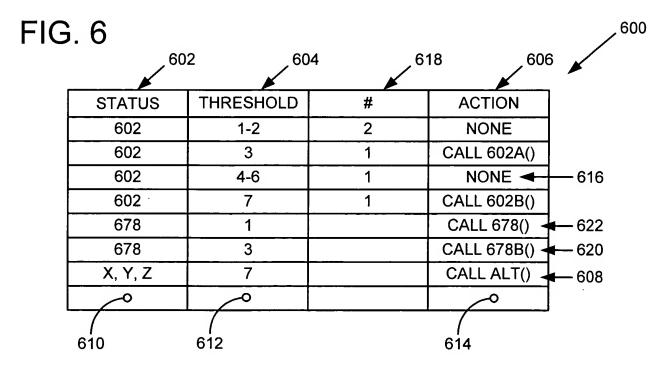
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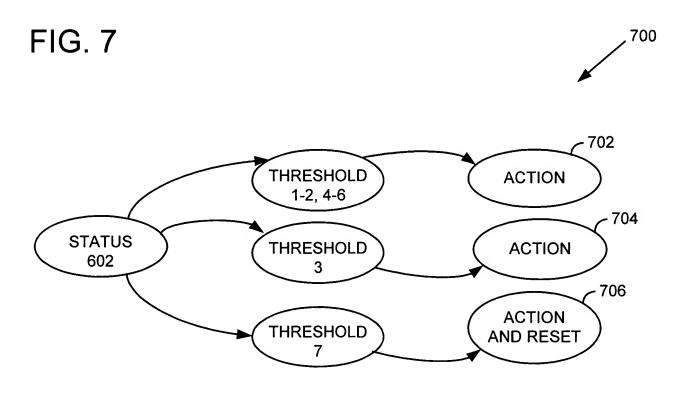
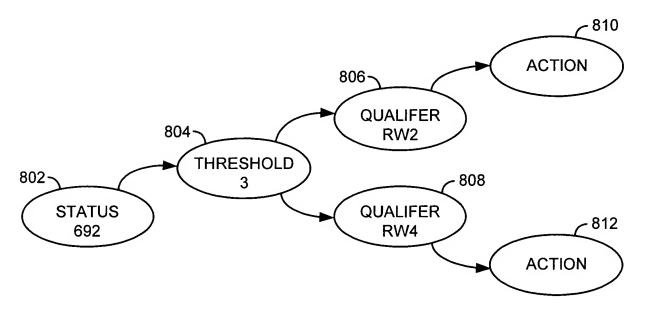
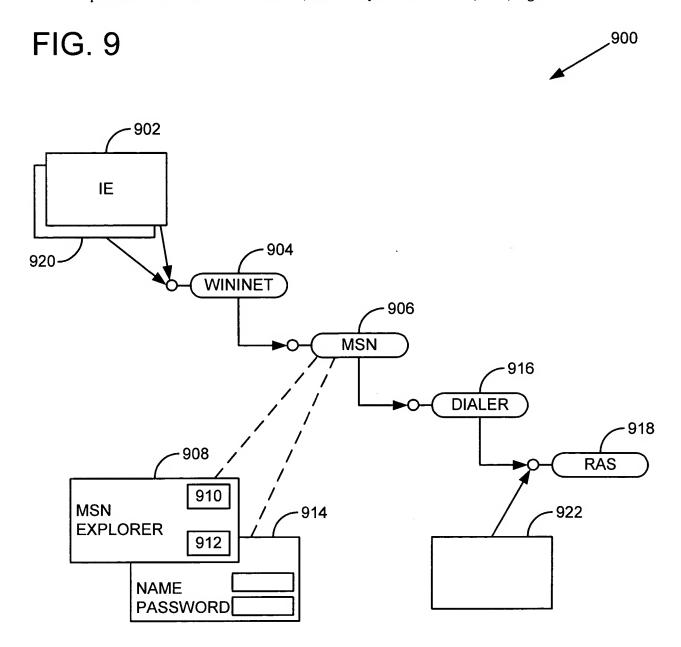
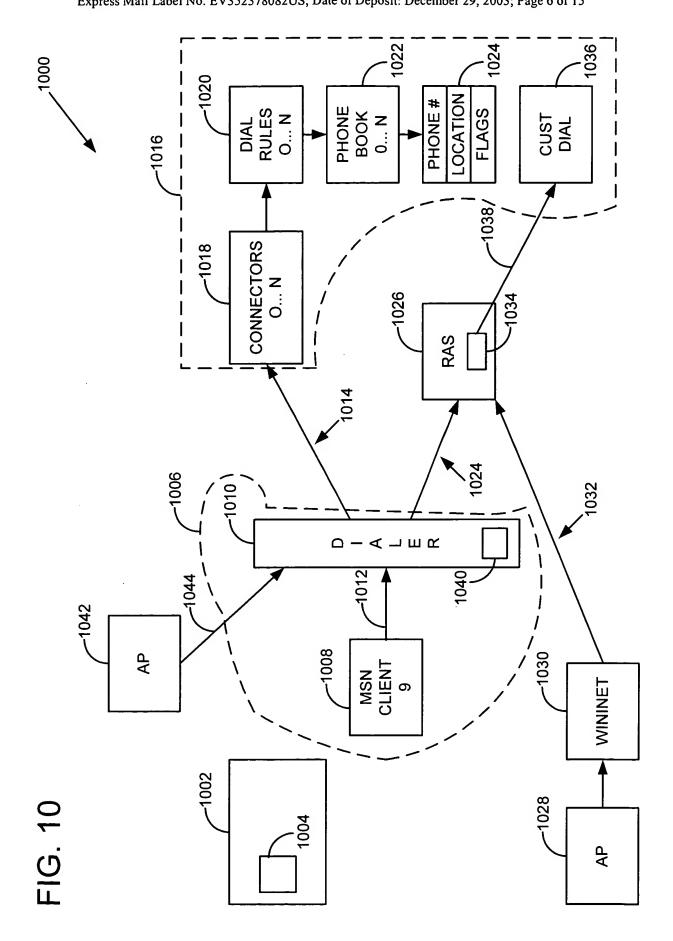


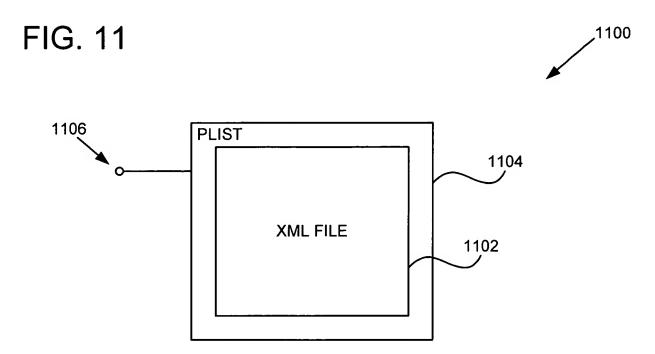
FIG. 8

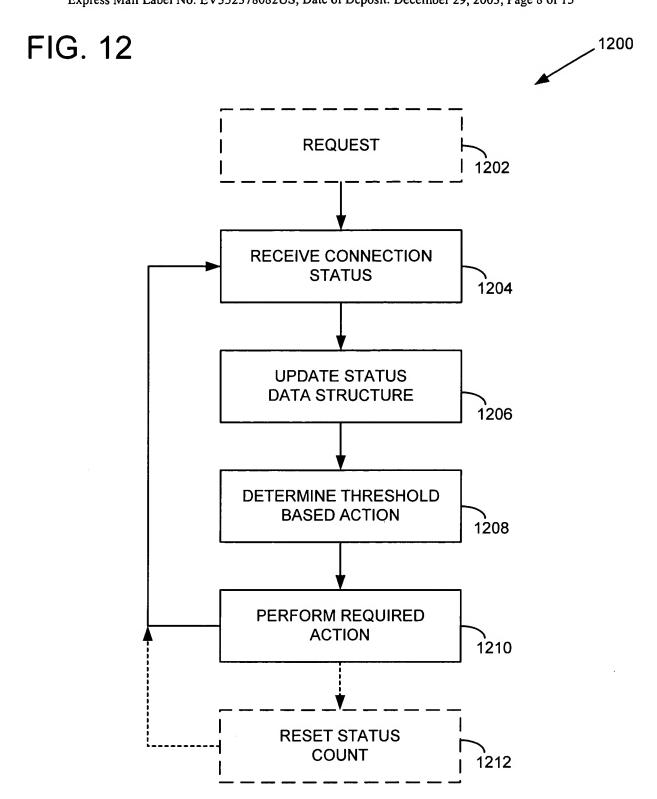


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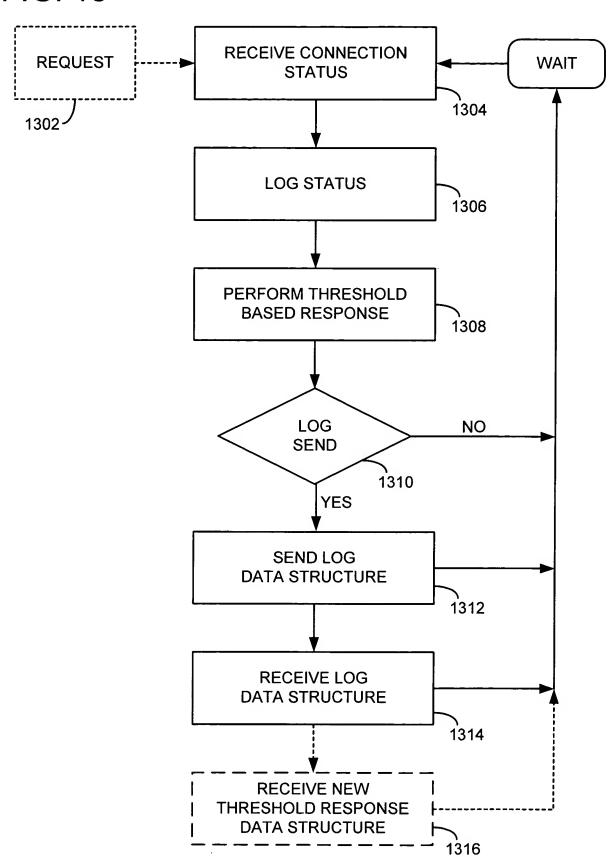




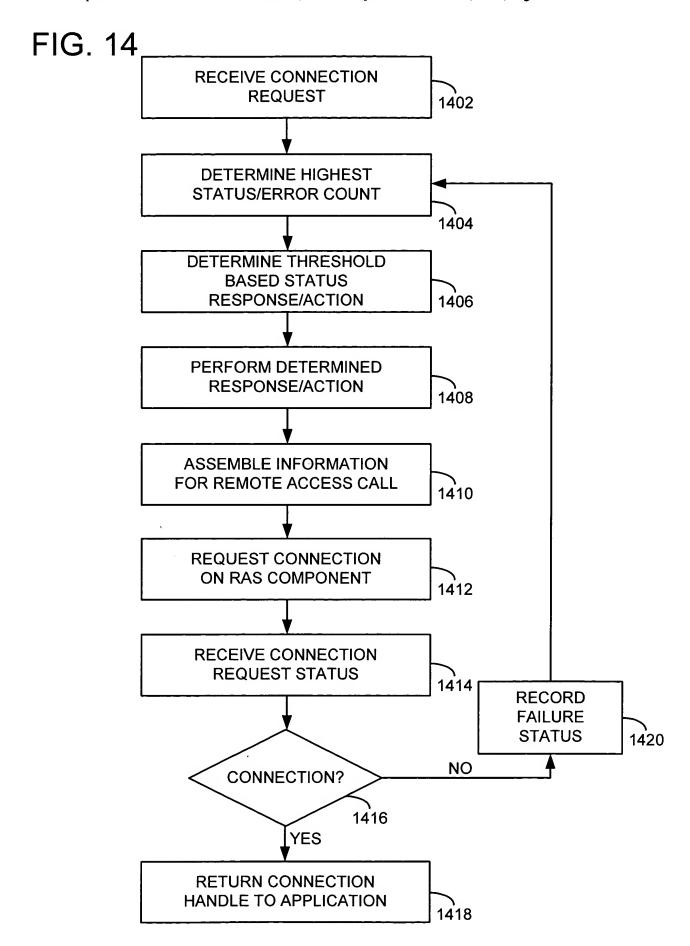


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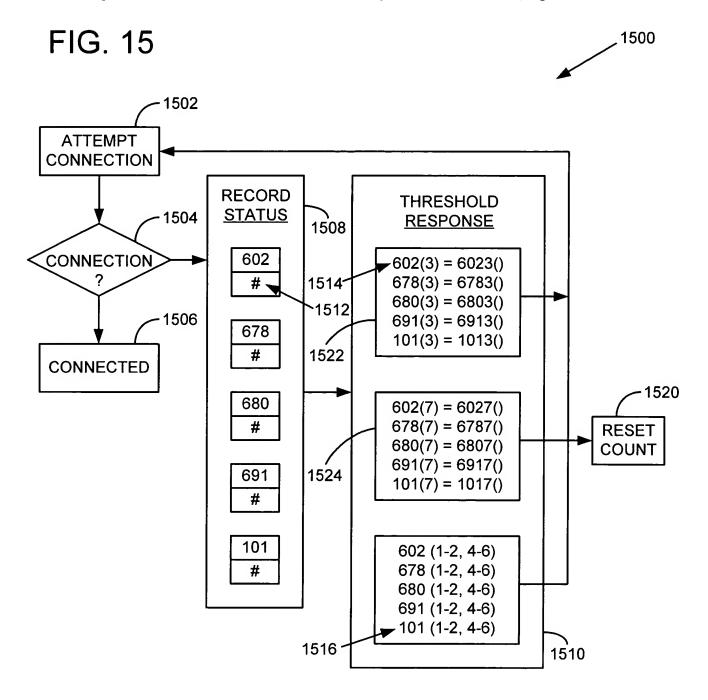
FIG. 13



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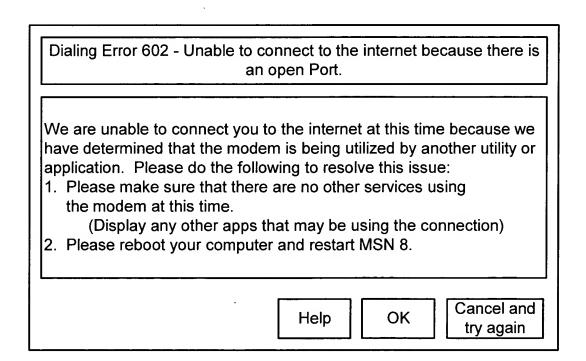


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FIG. 16

	1602
Detailed steps to resolve the issue	<u>1604</u>
Dynamically show links to resolutions	<u>1606</u>
I Help II ()K II	cel and again

FIG. 17



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FIG. 18

Dialing Error 678 - Unable to connect to the internet because there was no answer.

We are unable to connect you to the internet at this time because there is no answer from the remote server. Please do the following to resolve this issue:

- Please make sure that you have more than one number selected for dialing. (Link to connection settings to display the phonebook for more numbers.)
 "Click here for a list of available numbers."
- Please verify your dialing properties. (For example If you need to dial ten-digits please ensure that you have selected to dial the area code first.)
 "Click here for your current dialing configuration"
- 3. Click here to check for new pop numbers.

"Click here for a list of phone numbers in your area."

Help

OK

Cancel and try again

FIG. 19

Dialing Error 101 - You have been disconnect from the internet.

We noticed that you have been disconnected from the MSN. Please check the following to prevent this from occurring in the future:

- Please check your connection settings and make sure that you have call waiting disabled. (Unless you would like to be switched offline when someone calls.)
 - "Click here to view connection settings."
- Please make sure that you have as many access numbers as possible selected."Click here to view your access numbers"
- 3. Please make sure that you have a current list of phone numbers.

"Click here to download a current list of phone numbers."

Help

OK

Cancel and try again

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FIG. 20

Dialing Error 680 - Unable to connect to the internet because there was no dial tone..

We are unable to connect you to the internet at this time because we have determined that there is no dial tone. Please do the following to resolve this issue:

- 1. Please make sure that you are hearing your modem and its attempt to connect to the internet.
- Please make sure that if you have voice mail, that you check your messages since a stuttered dial tone will not be detected as a dial tone.
- 3. Please check to make sure that your using the correct dialing options (pulse dialing v. tone dialing.)

"Click here to view dialing settings"

Help

OK

Cancel and try again

FIG. 21

Dialing Error 691 - Unable to connect to the internet because there is an issue with your account.

We are unable to connect you to the internet at this time because we are not able to log you on to the internet. Please do the following to resolve this issue:

- 1. Please make sure that your dialing properties are correct. "Click here to view dialing properties"
- 2. We would like to connect you to an 800 number to verify your account information is correct.

"Click here to connect to the 800 number"

Help

OK

Cancel and try again

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FIG. 22

